



2600 Maitland Center Pkwy.
Suite 300
Maitland, FL 32751
P.O. Drawer 200
Winter Park, FL
32790-0200
Tel: 407-740-8575
Fax: 407-740-0613
www.tminc.com

February 18, 2008
Via ECFS

Ms. Marlene H. Dortch, FCC Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Suite TW-A325
Washington, DC 20554

RE: Contact Network, Inc.
2008 CPNI Certification Filing - EB Docket No. 06-36
Form 499 Filer ID 822576

Dear Ms. Dortch:

Enclosed for filing is the 2008 CPNI Compliance Certification submitted on behalf of Contact Network, Inc. This filing is submitted pursuant to 47 C.F.R. Section 64.2009(e) and in accordance with the Public Notice DA 09-9, EG Docket 06-36, issued January 7, 2009.

Any questions you may have concerning this filing may be directed to me at 470-740-3004 or via email to cwightman@tminc.com.

Sincerely,

Connie Wightman
Consultant

CW/bc

Attachments

cc: Best Copy and Printing - (FCC@BCPIWEB.COM)
cc: FCC Enforcement Bureau (2 Copies)
cc: Lisa Maddox, Contact Network
file: Contact Network - FCC
tms: FCCx0901

**ANNUAL 47 C.F.R. § 64.2009(e) OFFICER'S CERTIFICATION OF
CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI) COMPLIANCE**

EB Docket 06-36

Annual 64.2009(e) CPNI Certification for Calendar Year: 2008

Name of company covered by this certification: Contact Network, Inc.

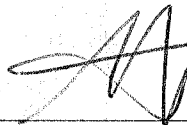
Form 499 Filer ID: 822576

Name of signatory: Martin Costa

Title of signatory: President

I, Martin Costa, certify and state that:

1. I am the President of Contact Network, Inc. and, acting as an agent of the company, I have personal knowledge of operating procedures as they relate to CPNI, and the Rules and Regulations of the Federal Communications Commission regarding CPNI.
2. I hereby certify that, to the best of my knowledge, information and belief, Contact Network, Inc.'s operating procedures are adequate to ensure compliance with its CPNI obligations pursuant to Section 222 of the Communications Act of 1934, as amended, and the Commission's rules found at 47 CFR Subpart U.
3. Attached to this certification as Exhibit A is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules.



Martin Costa, President
Contact Network, Inc.

Date

2/10/2009

Exhibit A
Statement of CPNI Procedures and Compliance

Exhibit A
Statement of CPNI Procedures and Compliance
Contact Network, Inc.

USE OF CPNI

Contact Network, Inc. does not use or permit access to CPNI to market any telecommunications or non-telecommunications services. Contact Network, Inc. has trained its personnel not to use CPNI for marketing purposes. Should Contact Network, Inc. elect to use CPNI in future marketing efforts, it will follow the applicable rules set forth in 47 CFR Subpart U, including, if necessary, the institution of operational procedures to ensure that notification is provided and customer approval is obtained before CPNI is used or disclosed.

Contact Network, Inc. does have CPNI, including call detail information concerning the calls made using the Company's services. However, this information is not made available to customers over the telephone or in person. Online access to account information is protected as described below.

PROTECTION OF CPNI

Contact Network, Inc. has put into place processes to safeguard its customers' CPNI (including call detail information) from improper use or disclosure by employees; and to discover and protect against attempts by third parties to gain unauthorized access to customer CPNI. Requests for information must be sent in writing by the authorized party of record for the customer. Contact Network, Inc. responds back in writing, to the authorized customer representative at the primary address of record.

DISCLOSURE OF CALL DETAIL OVER PHONE

Contact Network, Inc. does not disclose CPNI over the telephone in response to a customer-initiated telephone inquiry. If it elects to do so in the future, it will follow the applicable rules set forth in 47 CFR Subpart U, including the implementation of authentication procedures that do not require the use of readily available biographical information or account information and customer notification of account changes.

DISCLOSURE OF CPNI ONLINE

Contact Network, Inc. has instituted authentication procedures to safeguard the disclosure of CPNI online. Contact Network, Inc.'s authentication procedures do not require the use of readily available biographical information or account information as defined by the FCC. Contact Network, Inc. authenticates customers by establishing a password with a security question for online access to the account. All customers are required to establish a password without the use of readily available biographical information or account information if they want to have on-line access to their CNPI. Unless the appropriate password is provided, Contact Network, Inc. does not allow on-line access to CPNI.

Contact Network, Inc. has established back-up authentication procedures for lost or stolen passwords that do not prompt the customer for readily available biographical information or account information. Company's back-up authentication procedure operates as follows: If there is a change, an email is sent to the authorized representative of record who initially established the password. If the security question cannot be answered correctly, an Contact Network, Inc. representative will call back the authorized representative of record at the address of record to reset the password.

Contact Network, Inc. has put into place procedures to notify customers whenever a password, customer response to a back-up means of authentication for lost or forgotten passwords, online account, or address of record is created or changed without revealing the changed information or sending the notification to the new account information. If the customer calls Contact Network, Inc. due to a problem with the online access, Contact Network, Inc. will call back the contact at the address of record to resolve the issue.

DISCLOSURE OF CPNI AT RETAIL LOCATIONS

Contact Network, Inc. does not have any retail locations and therefore does not disclose CPNI in-store.

NOTIFICATION TO LAW ENFORCEMENT

Contact Network, Inc. has in place procedures to notify law enforcement in the event of a breach of customers' CPNI and to ensure that customers are not notified of the breach before the time period set forth in the FCC's rules, or, if applicable, when so authorized by law enforcement.

Contact Network, Inc. maintains records of all breaches discovered and notifications made to the USSS and the FBI, and to customers .

ACTIONS AGAINST DATA BROKERS

Contact Network, Inc. has not taken any actions against data brokers in the last year.

CUSTOMER COMPLAINTS ABOUT CPNI BREACHES

Contact Network, Inc. did not receive any customer complaints about the unauthorized release of CPNI or the unauthorized disclosure of CPNI in calendar year 2008.

INFORMATION ABOUT PRETEXTERS

Contact Network, Inc. has not developed any information with respect to the processes pretexters are using to attempt to access CPNI but does take steps to protect CPNI by adhering to the guidelines described herein for access to CPNI. Contact Network, Inc. is committed to notify the FCC of any new or novel methods of pretexting that it encounters and of any actions Contact Network, Inc. takes against pretexters and data brokers.